

INTERNAL “IVRS QUICK REFERENCE HANDOUT”

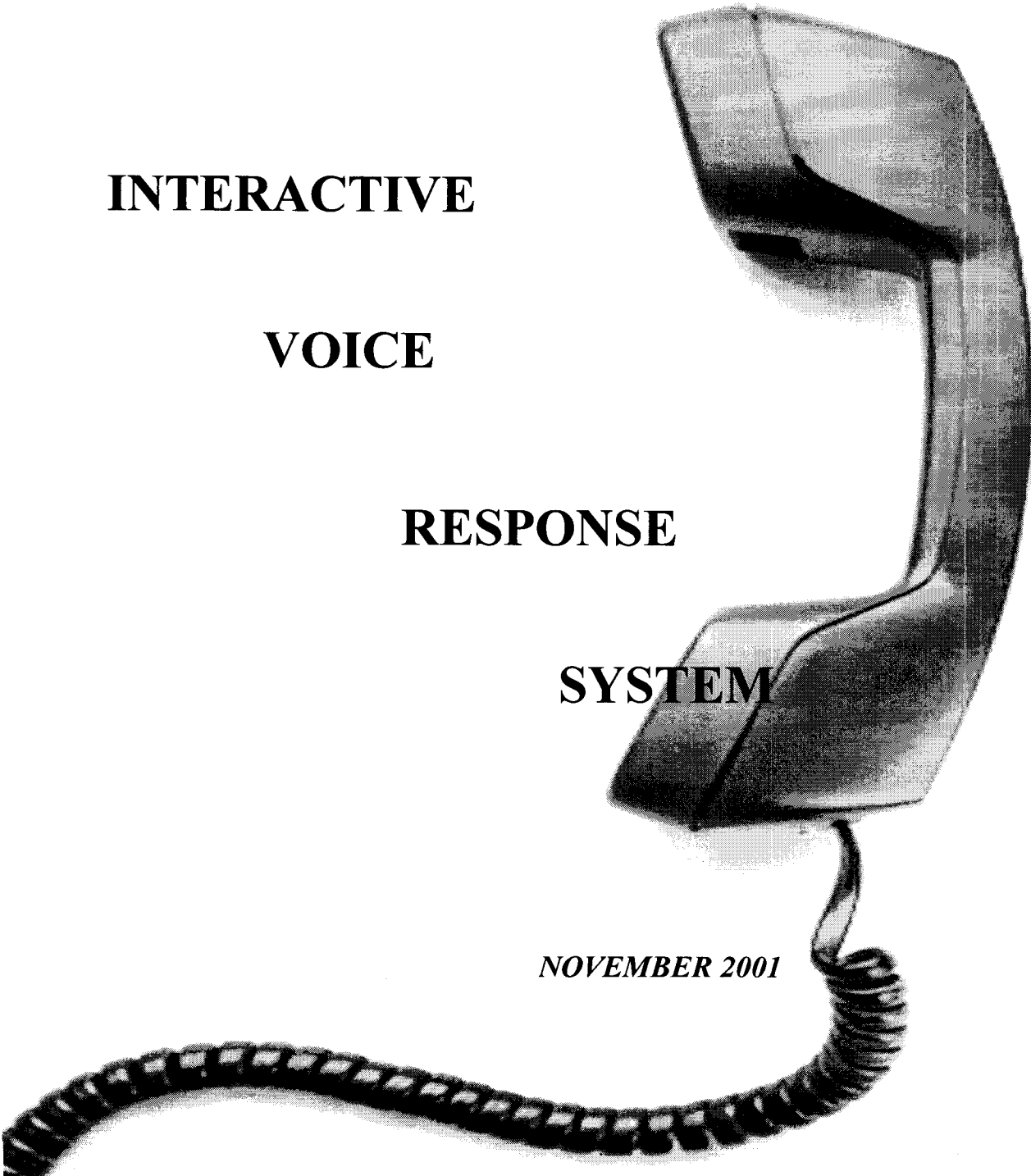
INTERACTIVE

VOICE

RESPONSE

SYSTEM

NOVEMBER 2001



INTERNAL
“IVRS QUICK REFERENCE HANDOUT”

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CALL THE APPROPRIATE NUMBER BELOW TO ACCESS THE INTERACTIVE
VOICE RESPONSE SYSTEM

IF YOU ARE LOCATED IN:	CALL THIS NUMBER
United States:	1-800-997-2378 (Within area code (210) 527-2378)
Germany:	00-800-19972378
Italy:	00-800-731741
Japan:	00-800-731741
Korea:	00-800-731741
Portugal:	00-800-8-12992
Turkey:	00-800-151-0894
United Kingdom:	00-800-19972378
Tentative -- Validation of OVERSEAS Numbers Under Testing	
TDD USERS	
United States:	1-800-382-0893 (Within area code (210) 565-2276)
Italy:	00-800-780081
Portugal:	00-800-8-12565
Turkey:	00-800-1561-0817

**FLOW PROCESS 1. HOW TO REQUEST A FAX OR EMAIL OF A JOB
APPLICATION KIT OR GENERAL INFORMATION ON THE APPLICATION
PROCESS**

DIAL: the appropriate number from the chart, based on where you are located

PRESS 3 - to access the Civilian Employment Information System

PRESS 1 - if you are a current permanent federal civilian employee serviced by the Air
Force

PRESS 1 - to request a Job Application Kit and General Information

PRESS 1 - to request a fax or email of a Job Kit or General Information on the application
process

PRESS 1 - to receive a FAX

PRESS 1 - if you are calling from within the continental United States or Canada

ENTER your ten-digit commercial fax phone number

PRESS 1 - if this is correct (You will receive the fax)

OR

PRESS 2 - if you are calling from outside the continental United States or Canada

ENTER your country code, followed by the pound sign

ENTER your fax phone number, followed by the pound sign

PRESS 1 - if this is correct (You will receive the fax)

OR

PRESS 2 - to receive an EMAIL

ENTER your social security number

If you have an email address on file, the transaction will be completed.

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FLOW PROCESS 2. HOW TO REQUEST A FAX OR EMAIL OF A SELF-NOMINATION FACT SHEET

DIAL: the appropriate number from the chart, based on where you are located

PRESS 3 - to access the Civilian Employment Information System

PRESS 1 - if you are a current permanent federal civilian employee serviced by the Air Force

PRESS 1 - to request a Job Application Kit and General Information

PRESS 2 - to request a fax or email of a self-nomination fact sheet

PRESS 1 - to receive a FAX

PRESS 1 - if you are calling from within the continental United States or Canada

ENTER your ten-digit commercial fax phone number

PRESS 1 - if this is correct (You will receive the fax)

OR

PRESS 2 - if you are calling from outside the continental United States or Canada

ENTER your country code, followed by the pound sign

ENTER your fax phone number, followed by the pound sign

PRESS 1 - if this is correct (You will receive the fax)

OR

PRESS 2 - to receive an EMAIL

ENTER your social security number

If you have an email address on file, the transaction will be completed.

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FLOW PROCESS 3. HOW TO REQUEST A FAX OR EMAIL OF A CAREER PROGRAM FACT SHEET

DIAL: the appropriate number from the chart, based on where you are located

PRESS 3 - to access the Civilian Employment Information System

PRESS 1 - if you are a current permanent federal civilian employee serviced by the Air Force

PRESS 1 - to request a Job Application Kit and General Information

PRESS 3 - to request a fax or email of a Career Program fact sheet (You will hear a listing of programs)

PRESS 1 - immediately following the entry to mark the ones of interest

OR

PRESS the star key to skip to the next entry

OR

PRESS the pound key to exit the list

NOTE: You will be prompted if the fact sheet is not available.

PRESS 1 - to receive a FAX

PRESS 1 - if you are calling from within the continental United States or Canada

ENTER your ten-digit commercial fax phone number

PRESS 1 - if this is correct (You will receive the fax)

OR

PRESS 2 - if you are calling from outside the continental United States or Canada

ENTER your country code, followed by the pound sign

ENTER your fax phone number, followed by the pound sign

PRESS 1 - if this is correct (You will receive the fax)

OR

PRESS 2 - to receive an EMAIL

ENTER your social security number

If you have an email address on file, the transaction will be completed.

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**FLOW PROCESS 4. HOW TO REQUEST A JOB LISTING OF VACANCIES
AT YOUR INSTALLATION NARROWED BY OCCUPATIONAL SERIES:**

DIAL: the appropriate number from the chart, based on where you are located

PRESS 3 - to access the Civilian Employment Information System

PRESS 1 - if you are a current permanent federal civilian employee serviced by the Air Force

PRESS 2 - if you have a resume on file and want to request job listing and self-nomination information or to update your resume

*** ENTER your social security number**

If there is not a 6-digit PIN on file, you will be asked to:

*** ENTER your 4-digit Personal Identification Number or PIN** (Last 4 digits of your home telephone number) You will be prompted to update to a 6-digit pin.

OR

*** ENTER your 6-digit PIN**

PRESS 1 - to request a job listing of vacancies at your installation

PRESS 1 - if the installation name stated is correct

PRESS 1 - for General Schedule Positions

OR

PRESS 2 - for Trades and Crafts Positions

OR

PRESS 3 - for Acquisition Demo

OR

PRESS 4 - for Lab Demo

ENTER a pay grade

ENTER another pay grade (You may enter up to three, 2-digit grades)

OR

PRESS the pound sign to exit this step

PRESS 1 - if you would like to narrow the list by entering OCCUPATIONAL SERIES

ENTER an occupational series

ENTER another occupational series (You may enter up to three series)

OR

PRESS the pound sign to exit this step

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PRESS 1 - to hear the narrowed list and self-nominate

PRESS 1 - immediately following an entry you hear, to mark it for self-nomination

PRESS the star key to skip to the next entry

OR

PRESS the pound sign to exit the list

PRESS 1 - to confirm the self-nomination

PRESS 1 - to receive a fax or email of the positions for which you self-nominated

PRESS 1 - to receive a FAX

**PRESS 1 - if you are calling from within the continental United States or
Canada**

ENTER your ten-digit commercial fax phone number

PRESS 1 - if this is correct (You will receive the fax)

OR

**PRESS 2 - if you are calling from outside the continental United States or
Canada**

ENTER your country code, followed by the pound sign

ENTER your fax phone number, followed by the pound sign

PRESS 1 - if this is correct (You will receive the fax)

OR

PRESS 2 - to receive an EMAIL

ENTER your social security number

If you have an email address on file, the transaction will be completed.

OR

PRESS 2 - to receive a fax or email of the list without hearing it first

PRESS 1 - to receive a FAX

**PRESS 1 - if you are calling from within the continental United States or
Canada**

ENTER your ten-digit commercial fax phone number

PRESS 1 - if this is correct (You will receive the fax)

OR

**PRESS 2 - if you are calling from outside the continental United States or
Canada**

ENTER your country code, followed by the pound sign

ENTER your fax phone number, followed by the pound sign

PRESS 1 - if this is correct (You will receive the fax)

OR

PRESS 2 - to receive an EMAIL

ENTER your social security number

If you have an email address on file, the transaction will be completed.

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**FLOW PROCESS 5. HOW TO REQUEST A JOB LISTING OF VACANCIES
AT YOUR INSTALLATION - NOT NARROWED BY OCCUPATIONAL SERIES:**

DIAL: the appropriate number from the chart, based on where you are located

PRESS 3 - to access the Civilian Employment Information System

PRESS 1 - if you are a current permanent federal civilian employee serviced by the Air Force

PRESS 2 - if you have a resume on file and want to request job listing and self-nomination information or to update your resume

*** ENTER your social security number**

If there is not a 6-digit PIN on file, you will be asked to:

*** ENTER your 4-digit Personal Identification Number or PIN** (Last 4 digits of your home telephone number) You will be prompted to update to a 6-digit pin.

OR

*** ENTER your 6-digit PIN**

PRESS 1 - to request a job listing of vacancies at your installation

PRESS 1 - if the installation name stated is correct

PRESS 1 - for General Schedule Positions

OR

PRESS 2 - for Trades and Crafts Positions

OR

PRESS 3 - for Acquisition Demo

OR

PRESS 4 - for Lab Demo

ENTER a pay grade

ENTER another pay grade (You may enter up to three, 2-digit grades)

OR

PRESS the pound sign to exit this step

PRESS 2 - if you DO NOT wish to narrow the listing by occupational series

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PRESS 1 - to hear the list and self-nominate

PRESS 1 - immediately following the entry you hear, to mark it for self-nomination

PRESS the star key to skip to the next entry

OR

PRESS the pound sign to exit the list

PRESS 1 - to confirm the self-nomination

PRESS 1 - to receive a fax or email of the positions for which you self-nominated

PRESS 1 - to receive a FAX

PRESS 1 - if you are calling from within the continental United States or Canada

ENTER your ten-digit commercial fax phone number

PRESS 1 - if this is correct (You will receive the fax)

OR

PRESS 2 - if you are calling from outside the continental United States or Canada

ENTER your country code, followed by the pound sign

ENTER your fax phone number, followed by the pound sign

PRESS 1 - if this is correct (You will receive the fax)

OR

PRESS 2 - to receive an EMAIL

ENTER your social security number

If you have an email address on file, the transaction will be completed

OR

PRESS 2 - to receive a fax or email of the listing without hearing it/self-nominating

PRESS 1 - to receive a FAX

PRESS 1 - if you are calling from within the continental United States or Canada

ENTER your ten-digit commercial fax phone number

PRESS 1 - if this is correct (You will receive the fax)

OR

PRESS 2 - if you are calling from outside the continental United States or Canada

ENTER your country code, followed by the pound sign

ENTER your fax phone number, followed by the pound sign

PRESS 1 - if this is correct (You will receive the fax)

OR

PRESS 2 - to receive an EMAIL

ENTER your social security number

If you have an email address on file, the transaction will be completed

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FLOW PROCESS 6. HOW TO REQUEST A JOB LISTING FOR VACANCIES
AT OTHER INSTALLATIONS (USING INSTALLATION CODES) -**
NARROWED BY OCCUPATIONAL SERIES:

DIAL: the appropriate number from the chart, based on where you are located

PRESS 3 - to access the Civilian Employment Information System

PRESS 1 - if you are a current permanent federal civilian employee serviced by the Air Force

PRESS 2 - if you have a resume on file and want to request job listing and self-nomination information or to update your resume

*** ENTER your social security number**

If there is not a 6-digit PIN on file, you will be asked to:

*** ENTER your 4-digit Personal Identification Number or PIN** (Last 4 digits of your home telephone number) You will be prompted to update to a 6-digit pin.

OR

*** ENTER your 6-digit PIN**

PRESS 2 - to request a job listing for vacancies at other Installations

PRESS 1 - to select by installation code

ENTER the first installation code

ENTER another installation code (You may enter up to five, 4-digit codes)

OR

PRESS the pound sign to exit this step

PRESS 1 - for General Schedule Positions

OR

PRESS 2 - for Trades and Crafts Positions

OR

PRESS 3 - for Acquisition Demo

OR

PRESS 4 - for Lab Demo

ENTER a pay grade

ENTER another pay grade (You may enter up to three, 2-digit grades)

OR

PRESS the pound sign to exit this step

PRESS 1 - if you would like to narrow the list by entering **OCCUPATIONAL SERIES**

ENTER an occupational series to narrow the list

ENTER another occupational series (You may enter up to three series)

OR

PRESS the pound sign to exit this step

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PRESS 1 - to hear the narrowed list

PRESS 1 - immediately following the listed entry to mark it for self-nomination

OR

PRESS the star key to skip to the next entry

OR

PRESS the pound sign to exit the list

PRESS 1 - to confirm the self-nomination

PRESS 1 - to receive a FAX of the self-nomination

**PRESS 1 - if you are calling from within the continental United States
or Canada**

ENTER your ten-digit commercial fax phone number

PRESS 1 - if this is correct (You will receive the fax)

OR

**PRESS 2 - if you are calling from outside the continental United States
or Canada**

ENTER your country code, followed by the pound sign

ENTER your fax phone number, followed by the pound sign

PRESS 1 - if this is correct (You will receive the fax)

OR

PRESS 2 - to receive an EMAIL of the self-nomination

ENTER your social security number

If you have an email address on file, the transaction will be completed.

OR

PRESS 2 - to receive a fax or email of the narrowed list without hearing it first

PRESS 1 - to receive a FAX of the narrowed list

**PRESS 1 - if you are calling from within the continental United States
or Canada**

ENTER your ten-digit commercial fax phone number

PRESS 1 - if this is correct (You will receive the fax)

OR

**PRESS 2 - if you are calling from outside the continental United States
or Canada**

ENTER your country code, followed by the pound sign

ENTER your fax phone number, followed by the pound sign

PRESS 1 - If this is correct (You will receive the fax)

OR

PRESS 2 - to receive an EMAIL of the narrowed list

ENTER your social security number

If you have an email address on file, the transaction will be completed.

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**FLOW PROCESS 7. HOW TO REQUEST A JOB LISTING FOR VACANCIES
AT OTHER INSTALLATIONS (USING INSTALLATION CODES)** - NOT
NARROWED BY OCCUPATIONAL SERIES:**

DIAL: the appropriate number from the chart, based on where you are located

PRESS 3 - to access the Civilian Employment Information System

PRESS 1 - if you are a current permanent federal civilian employee serviced by the Air Force

PRESS 2 - if you have a resume on file and want to request job listing and self-nomination information or to update your resume

*** ENTER your social security number**

If there is not a 6-digit PIN on file, you will be asked to:

*** ENTER your 4-digit Personal Identification Number or PIN** (Last 4 digits of your home telephone number) You will be prompted to update to a 6-digit pin.

OR

*** ENTER your 6-digit PIN**

PRESS 2 - to request a job listing for vacancies at other Installations

PRESS 1 - to select by installation code

ENTER an installation code

ENTER another installation code (You may enter up to five, 4-digit codes)

OR

PRESS the pound sign to exit this step

PRESS 1 - for General Schedule Positions

OR

PRESS 2 - for Trades and Crafts Positions

OR

PRESS 3 - for Acquisition Demo

OR

PRESS 4 - for Lab Demo

ENTER a pay grade

ENTER another pay grade (You may enter up to three, 2-digit grades)

OR

PRESS the pound sign to exit this step

PRESS 2 - if you choose NOT to narrow the list of vacancies by occupational series

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PRESS 1 - to hear the full announcement list and self-nominate

PRESS 1 - immediately following the entry to mark it for self-nomination

OR

PRESS the star key to skip to the next entry

OR

PRESS the pound key to exit the list

PRESS 1 - to confirm the self-nomination

PRESS 1 - to receive a FAX of the self-nomination

PRESS 1 - if you are calling from within the continental United States or Canada

ENTER your ten-digit commercial fax phone number

PRESS 1 - if this is correct (You will receive the fax)

OR

PRESS 2 - if you are calling from outside the continental United States or Canada

ENTER your country code, followed by the pound sign

ENTER your fax phone number, followed by the pound sign

PRESS 1 - if this is correct (You will receive the fax)

OR

PRESS 2 - to receive an EMAIL of the self-nomination

ENTER your social security number

If you have an email address on file, the transaction will be completed.

OR

PRESS 2 - to receive a fax or email of the list without hearing it/self-nominating first

PRESS 1 - to receive a FAX

PRESS 1 - if you are calling from within the continental United States or Canada

ENTER your ten-digit commercial fax phone number

PRESS 1 - if this is correct (You will receive the fax)

OR

PRESS 2 - if you are calling from outside the continental United States or Canada

ENTER your country code, followed by the pound sign

ENTER your phone number, followed by the pound sign

PRESS 1 - if this is correct (You will receive the fax)

OR

PRESS 2 - to receive an EMAIL

ENTER your social security number

If you have an email address on file, the transaction will be completed.

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**FLOW PROCESS 8. HOW TO REQUEST A JOB LISTING FOR VACANCIES
AT OTHER INSTALLATIONS (USING INSTALLATION NAMES) -
NARROWED BY OCCUPATIONAL SERIES:**

DIAL: the appropriate number from the chart, based on where you are located

PRESS 3 - to access the Civilian Employment Information System

PRESS 1 - if you are a current permanent federal civilian employee serviced by the Air Force

PRESS 2 - if you have a resume on file and want to request job listing and self-nomination information or to update your resume

*** ENTER** your social security number

If there is not a 6-digit PIN on file, you will be asked to:

*** ENTER** your 4-digit Personal Identification Number or PIN (Last 4 digits of your home telephone number) You will be prompted to update to a 6-digit pin.

OR

*** ENTER** your 6-digit PIN

PRESS 2 - to request a job listing for vacancies at other installations

PRESS 2 - to select by installation name

ENTER the first four characters of an installation name

PRESS 1 - if this is correct

OR

NOTE: Your entry may return a number of matches. Choose from a list, the Installation that you want to hear vacancies. When you hear the installation name:

PRESS 1 - to select it

OR

PRESS the star key - to skip to the next installation name

PRESS 1 - when the name is correct

ENTER the first four characters of another installation name (Up to 4 additional names)

OR

PRESS the pound sign to exit this step

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PRESS 1 - for General Schedule Positions

OR

PRESS 2 - for Trades and Crafts Positions

OR

PRESS 3 - for Acquisition Demo

OR

PRESS 4 - for Lab Demo

ENTER a 2-digit pay grade

ENTER another pay grade (You may enter up to three, 2-digit grades)

OR

PRESS the pound sign to exit this step

PRESS 1 - if you would like to narrow the list by entering OCCUPATIONAL SERIES

ENTER an occupational series to narrow the list

ENTER another occupational series (You may enter up to three series)

OR

PRESS the pound sign to exit this step

PRESS 1 - to hear the narrowed list and self-nominate

PRESS 1 - immediately following the entry you hear, to mark it for self-nomination

OR

PRESS the star key to skip to the next entry

OR

PRESS the pound sign to exit the list

PRESS 1 - to confirm the self-nomination

PRESS 1 - to receive a fax or email of the self-nomination

PRESS 1 - to receive a FAX of the self-nomination

PRESS 1 - if you are calling from within the continental United States or Canada

ENTER your ten-digit commercial fax phone number

PRESS 1 - if this is correct (You will receive the fax)

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OR

PRESS 2 - if you are calling from outside the continental United States or Canada

ENTER your country code, followed by the pound sign

ENTER your fax phone number, followed by the pound sign

PRESS 1 - if this is correct (You will receive the fax)

OR

PRESS 2 - to receive an EMAIL of the self-nomination

ENTER your social security number

If you have an email address on file, the transaction will be completed.

OR

PRESS 2 - to receive a fax or email of the narrowed list without hearing it/selfnominating

PRESS 1 - to receive a FAX of the narrowed list without hearing it first

PRESS 1 - if you are calling from within the continental United States or Canada

ENTER your ten-digit commercial fax phone number

PRESS 1 - if this is correct (You will receive the fax)

OR

PRESS 2 - if you are calling from outside the continental United States or Canada

ENTER your country code, followed by the pound sign

ENTER your fax phone number, followed by the pound sign

PRESS 1 - if this is correct (You will receive the fax)

OR

PRESS 2 - to receive an EMAIL of the narrowed list without hearing it first

ENTER your social security number

If you have an email address on file, the transaction will be completed.

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**FLOW PROCESS 9. HOW TO REQUEST A JOB LISTING FOR VACANCIES
AT OTHER INSTALLATIONS (USING INSTALLATION NAMES) - NOT
NARROWED BY OCCUPATIONAL SERIES:**

DIAL: the appropriate number from the chart, based on where you are located

PRESS 3 - to access the Civilian Employment Information System

PRESS 1 - if you are a current permanent federal civilian employee serviced by the Air Force

PRESS 2 - if you have a resume on file and want to request job listing and self-nomination information or to update your resume

*** ENTER your social security number**

If there is not a 6-digit PIN on file, you will be asked to:

*** ENTER your 4-digit Personal Identification Number or PIN** (Last 4 digits of your home telephone number) You will be prompted to update to a 6-digit pin.

OR

*** ENTER your 6-digit PIN**

PRESS 2 - to request a job listing for vacancies at other installations

PRESS 2 - to select by installation name

ENTER the first four characters of an installation name

PRESS 1 - if this is correct

OR

NOTE: Your entry may return a number of matches. Choose from a list the Installation that you want to hear vacancies. When you hear the installation name:

PRESS 1 - to select it

OR

PRESS the star key - to skip to the next installation name

PRESS 1 - when the name is correct

ENTER the first four characters of another installation name (Up to 4 additional names)

OR

PRESS the pound sign to exit this step

PRESS 1 - for General Schedule Positions

OR

PRESS 2 - for Trades and Crafts Positions

OR

PRESS 3 - for Acquisition Demo

OR

PRESS 4 - for Lab Demo

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ENTER a 2-digit pay grade

ENTER another pay grade (You may enter up to three, 2-digit grades)

OR

PRESS the pound sign to exit this step

PRESS 2 - if you choose NOT to narrow the list of vacancies by occupational series

PRESS 1 - to hear the full announcement list and self-nominate

PRESS 1 - immediately following the entry to mark it for self-nomination

OR

PRESS the star key to skip to the next entry

OR

PRESS the pound key to exit the list

PRESS 1 - to confirm the self-nomination

PRESS 1 - to receive a FAX of the self-nomination

**PRESS 1 - if you are calling from within the continental United States or
Canada**

ENTER your ten-digit commercial fax phone number

PRESS 1 - if this is correct (You will receive the fax)

OR

**PRESS 2 - if you are calling from outside the continental United States or
Canada**

ENTER your country code, followed by the pound sign

ENTER your fax phone number, followed by the pound sign

PRESS 1 - if this is correct (You will receive the fax)

OR

PRESS 2 - to receive an EMAIL of the self-nomination

ENTER your social security number

If you have an email address on file, the transaction will be completed.

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OR

PRESS 2 - to receive a fax or email of the list without hearing it/selfnominating

PRESS 1 - to receive a FAX

**PRESS 1 - if you are calling from within the continental United States or
Canada**

ENTER your ten-digit commercial fax phone number

PRESS 1 - if this is correct (You will receive the fax)

OR

**PRESS 2 - if you are calling from outside the continental United States or
Canada**

ENTER your country code, followed by the pound sign

ENTER your fax phone number, followed by the pound sign

PRESS 1 - if this is correct (You will receive the fax)

OR

PRESS 2 - to receive an EMAIL of the list without hearing it first

ENTER your social security number

If you have an email address on file, the transaction will be completed.

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FLOW PROCESS 10. HOW TO SELF-NOMINATE YOURSELF FOR A SPECIFIC POSITION*:**

DIAL: the appropriate number from the chart, based on where you are located

PRESS 3 - to access the Civilian Employment Information System

PRESS 1 - if you are a current permanent federal civilian employee serviced by the Air Force

PRESS 2 - if you have a resume on file and want to request job listing and self-nomination information or to update your resume

*** ENTER your social security number**

If there is not a 6-digit PIN on file, you will be asked to:

*** ENTER your 4-digit Personal Identification Number or PIN** (Last 4 digits of your home telephone number) You will be prompted to update to a 6-digit pin.

OR

*** ENTER your 6-digit PIN**

PRESS 3 - to self-nominate for positions or update your resume

PRESS 1 - to self-nominate for a specific position

ENTER the 11-digit self-nomination number

PRESS 1 - if the third, fourth, and fifth characters were F, E, B

OR

PRESS 2 - if the third, fourth, and fifth characters were D, E, C

PRESS 1 - to confirm the self-nomination

PRESS 1 - to ENTER another self-nomination number (You may enter as many as you like)

PRESS 1 - if the third, fourth, and fifth characters were F, E, B

OR

PRESS 2 - if the third, fourth, and fifth characters were D, E, C

PRESS 1 - to confirm the self-nomination

OR

PRESS 2 - to end self-nominations

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PRESS 1 - to receive a fax or email of the positions for which you self-nominated

PRESS 1 - to receive a FAX of the self-nominations

**PRESS 1 - if you are calling from within the continental United States or
Canada**

ENTER your ten-digit commercial fax phone number

PRESS 1 - if this is correct (You will receive the fax)

OR

**PRESS 2 - if you are calling from outside the continental United States or
Canada**

ENTER your country code, followed by the pound sign

ENTER your fax phone number, followed by the pound sign

PRESS 1 - if this is correct (You will receive the fax)

OR

PRESS 2 - to receive an EMAIL of the self-nominations

ENTER your social security number

If you have an email address on file, the transaction will be completed.

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FLOW PROCESS 11. HOW TO DELETE A SELF-NOMINATION*:**

DIAL: the appropriate number from the chart, based on where you are located

PRESS 3 - to access the Civilian Employment Information System

PRESS 1 - if you are a current permanent federal civilian employee serviced by the Air Force

PRESS 2 - if you have a resume on file and want to request job listing and self-nomination information or to update your resume

*** ENTER your social security number**

If there is not a 6-digit PIN on file, you will be asked to:

*** ENTER your 4-digit Personal Identification Number or PIN** (Last 4 digits of your home telephone number) You will be prompted to update to a 6-digit pin.

OR

*** ENTER your 6-digit PIN**

PRESS 3 - to self-nominate for positions or update your resume

PRESS 2 - to delete a self-nomination or to update your resume

PRESS 1 - to delete a self-nomination

ENTER the 11-digit self-nomination number

PRESS 1 - if the third, fourth, and fifth characters were F, E, B

OR

PRESS 2 - if the third, fourth, and fifth characters were D, E, C

PRESS 1 - to confirm the deletion

NOTE: If an action has already been taken on your self-nomination, it can't be deleted.

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FLOW PROCESS 12. HOW TO UPDATE YOUR PHONE NUMBER INFORMATION:

DIAL: the appropriate number from the chart, based on where you are located

PRESS 3 - to access the Civilian Employment Information System

PRESS 1 - if you are a current permanent federal civilian employee serviced by the Air Force

PRESS 2 - if you have a resume on file and want to request job listing and self-nomination information or to update your resume

*** ENTER your social security number**

If there is not a 6-digit PIN on file, you will be asked to:

*** ENTER your 4-digit Personal Identification Number or PIN** (Last 4 digits of your home telephone number) You will be prompted to update to a 6-digit pin.

OR

*** ENTER your 6-digit PIN**

PRESS 3 - to self-nominate for positions or update your resume

PRESS 2 - to delete a self-nomination or to update your resume

PRESS 2 - to update your phone number information

PRESS 1 - to update your HOME PHONE number

PRESS 1 - if the listed number is correct

OR

PRESS 2 - to update it

PRESS 1 - if the phone number is within the continental United States or Canada

ENTER your telephone number, followed by the pound sign, beginning with the area code

PRESS 1 - if this is correct

OR

PRESS 2 - if the phone number is outside the Continental United States or Canada

ENTER your country code, followed by the pound sign

ENTER your telephone number followed by the pound sign

PRESS 1 - if this is correct

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OR

PRESS 2 - to update your WORK PHONE number

PRESS 1 - if the listed number is correct

OR

PRESS 2 - to update it

**PRESS 1 - if the phone number is within the Continental United States or
Canada**

**ENTER your telephone number, followed by the pound sign,
beginning with the area code**

PRESS 1 - if this is correct

OR

**PRESS 2 - if the phone number is outside the Continental United States or
Canada**

ENTER your country code, followed by the pound sign

ENTER your telephone number followed by the pound sign

PRESS 1 - if this is correct

OR

PRESS 3 - to update your DSN PHONE number

PRESS 1 - if the listed number is correct

OR

PRESS 2 - to update it

**ENTER the DSN number, followed by the pound sign. If overseas location,
include your country code**

PRESS 1 - if this is correct

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FLOW PROCESS 13. HOW TO CHECK THE STATUS OF YOUR SELF-NOMINATIONS*:**

DIAL: the appropriate number from the chart, based on where you are located

PRESS 3 - to access the Civilian Employment Information System

PRESS 1 - if you are a current permanent federal civilian employee serviced by the Air Force

PRESS 2 - if you have a resume on file and want to request job listing and self-nomination information or to update your resume

*** ENTER your social security number**

If there is not a 6-digit PIN on file, you will be asked to:

*** ENTER your 4-digit Personal Identification Number or PIN** (Last 4 digits of your home telephone number) You will be prompted to update to a 6-digit pin.

OR

*** ENTER your 6-digit PIN**

PRESS 4 - to check the status of your self-nominations

PRESS 1 - to obtain the status based on a specific self-nomination number

ENTER an 11-digit self-nomination number

PRESS 1 - if the third, fourth, and fifth characters are F, E, B

OR

PRESS 2 - if the third, fourth, and fifth characters are D, E, C

PRESS 1 - to confirm if this is correct (You will hear the status)

OR

PRESS 2 - to review the last 10 actions taken on your self-nominations (You will hear the last ten status actions)

PRESS the pound key at any time to exit the list

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FLOW PROCESS 14. HOW TO CHANGE YOUR PERSONAL IDENTIFICATION NUMBER (PIN):

DIAL: the appropriate number from the chart, based on where you are located

PRESS 3 - to access the Civilian Employment Information System

PRESS 1 - if you are a current permanent federal civilian employee serviced by the Air Force

PRESS 2 - if you have a resume on file and want to request a job listing and self-nomination information or to update your resume.

*** ENTER your social security number**

If there is not a 6-digit PIN on file, you will be asked to:

*** ENTER your 4-digit Personal Identification Number or PIN** (Last 4 digits of your home telephone number) You will be prompted to update to a 6-digit pin.

OR

*** ENTER your 6-digit PIN**

PRESS 5 - to change your PIN

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FLOW PROCESS 15. HOW TO HEAR WHAT POSITIONS ARE AVAILABLE
(USING INSTALLATION CODES) - NARROWED BY OCCUPATIONAL**
SERIES:

DIAL: the appropriate number from the chart, based on where you are located

PRESS 3 - to access the Civilian Employment Information System

PRESS 1 - if you are a current permanent federal civilian employee serviced by the Air Force

PRESS 3 - to hear what positions are available

PRESS 1 - to select by installation code

ENTER an installation code

ENTER another installation code (Up to five, 4-digit codes)

OR

PRESS the pound sign to exit this step

PRESS 1 - for General Schedule Positions

OR

PRESS 2 - for Trades and Crafts Positions

OR

PRESS 3 - for Acquisition Demo

OR

PRESS 4 - for Lab Demo

ENTER a pay grade

ENTER another pay grade (You may enter up to three, 2-digit grades)

OR

PRESS the pound sign to exit this step

PRESS 1 - if you would like to narrow the list by entering OCCUPATIONAL SERIES

ENTER an occupational series to narrow the list

ENTER another occupational series (You may enter up to three series)

OR

PRESS the pound sign to exit this step

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PRESS 1 - to hear the narrowed list

PRESS the star key to skip to the next entry

OR

PRESS the pound sign to exit the list

PRESS 1 - to request a job listing of vacancies at your installation

OR

PRESS 2 - to request a job listing from other installations

OR

PRESS 3 - to self-nominate for positions or update your resume

OR

PRESS 4 - to check the status of your self-nominations

OR

PRESS 5 - to change your PIN

OR

PRESS 2 - to receive a fax or email of the list

PRESS 1 - to receive a FAX of the list

**PRESS 1 - if you are calling from within the continental United States or
Canada**

ENTER your ten-digit commercial fax phone number

PRESS 1 - if this is correct (You will receive the fax)

OR

**PRESS 2 - if you are calling from outside the continental United States or
Canada**

ENTER your country code, followed by the pound sign

ENTER your fax phone number, followed by the pound sign

PRESS 1 - if this is correct (You will receive the fax)

OR

PRESS 2 - to receive an EMAIL of the list

ENTER your social security number

If you have an email address on file, the transaction will be completed.

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**FLOW PROCESS 16. HOW TO HEAR WHAT POSITIONS ARE AVAILABLE
(USING INSTALLATION CODES)** - NOT NARROWED BY OCCUPATIONAL
SERIES:**

DIAL: the appropriate number from the chart, based on where you are located

PRESS 3 - to access the Civilian Employment Information System

PRESS 1 - if you are a current permanent federal civilian employee serviced by the Air Force

PRESS 3 - to hear what positions are available

PRESS 1 - to select by installation code

ENTER an installation code

ENTER another installation code (Up to five, 4-digit codes)

OR

PRESS the pound sign to exit this step

PRESS 1 - for General Schedule Positions

OR

PRESS 2 - for Trades and Crafts Positions

OR

PRESS 3 - for Acquisition Demo

OR

PRESS 4 - for Lab Demo

ENTER a pay grade

ENTER another pay grade (You may enter up to three, 2-digit grades)

OR

PRESS the pound sign to exit this step

PRESS 2 – to NOT narrow the list by occupational series

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PRESS 1 - to hear the full announcement list

PRESS the star key to skip to the next entry

OR

PRESS the pound sign to exit the list

PRESS 1 - to request a job listing of vacancies at your installation

OR

PRESS 2 - to request a job listing from other installations

OR

PRESS 3 - to self-nominate for positions or update your resume

OR

PRESS 4 - to check the status of your self-nominations

OR

PRESS 5 - to change your PIN

OR

PRESS 2 - to receive a fax or email of the complete list

PRESS 1 - to receive a FAX of the list

**PRESS 1 - if you are calling from within the continental United States or
Canada**

ENTER your ten-digit commercial fax phone number

PRESS 1 - if this is correct (You will receive the fax)

OR

**PRESS 2 - if you are calling from outside the continental United States or
Canada**

ENTER your country code, followed by the pound sign

ENTER your fax phone number, followed by the pound sign

PRESS 1 - if this is correct (You will receive the fax)

OR

PRESS 2 - to receive an EMAIL of the list without hearing it first

ENTER your social security number

If you have an email address on file, the transaction will be completed.

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“IVRS QUICK REFERENCE HANDOUT”

FLOW PROCESS 17. HOW TO HEAR WHAT POSITIONS ARE AVAILABLE
(USING INSTALLATION NAMES) - NARROWED BY OCCUPATIONAL SERIES:

DIAL: the appropriate number from the chart, based on where you are located

PRESS 3 - to access the Civilian Employment Information System

PRESS 1 - if you are a current permanent federal civilian employee serviced by the Air Force

PRESS 3 - to hear what positions are available

PRESS 2 - to select by installation name

ENTER the first four characters of an installation name

PRESS 1 - if this is correct

OR

NOTE: Your entry may return a number of matches. Choose from a list, the Installation that you want to hear vacancies. WHEN YOU HEAR THE INSTALLATION NAME:

PRESS 1 - to select it

OR

PRESS the star key - to skip to the next installation name

PRESS 1 - when the name is correct

ENTER the first four characters of another installation name (Up to 4 additional names)

OR

PRESS the pound sign to exit this step

PRESS 1 - for General Schedule Positions

OR

PRESS 2 - for Trades and Crafts Positions

OR

PRESS 3 - for Acquisition Demo

OR

PRESS 4 - for Lab Demo

ENTER a pay grade

ENTER another pay grade (You may enter up to three, 2-digit grades)

OR

PRESS the pound sign to exit this step

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PRESS 1 - if you would like to narrow the list by entering OCCUPATIONAL SERIES

ENTER an occupational series

ENTER another occupational series (You may enter up to three series)

OR

PRESS the pound sign to exit this step

PRESS 1 - to hear the narrowed list

PRESS the star key to skip to the next entry

OR

PRESS the pound sign to exit the list

PRESS 1 - to request a job listing of vacancies at your installation

OR

PRESS 2 - to request a job listing from other installations

OR

PRESS 3 - to self-nominate for positions or update your resume

OR

PRESS 4 - to check the status of your self-nominations

OR

PRESS 5 - to change your PIN

OR

PRESS 2 - to receive a fax or email of the narrowed list

PRESS 1 - to receive a FAX of the narrowed list

**PRESS 1 - if you are calling from within the continental United States or
Canada**

ENTER your ten-digit commercial fax phone number

PRESS 1 - if this is correct (You will receive the fax)

OR

**PRESS 2 - if you are calling from outside the continental United States or
Canada**

ENTER your country code, followed by the pound sign

ENTER your fax phone number, followed by the pound sign

PRESS 1 - if this is correct (You will receive the fax)

OR

PRESS 2 - to receive an EMAIL of the list without hearing it first

ENTER your social security number

If you have an email address on file, the transaction will be completed.

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FLOW PROCESS 18. HOW TO HEAR WHAT POSITIONS ARE AVAILABLE
(USING INSTALLATION NAMES) - NOT NARROWED BY OCCUPATIONAL
SERIES:

DIAL: the appropriate number from the chart, based on where you are located

PRESS 3 - to access the Civilian Employment Information System

PRESS 1 - if you are a current permanent federal civilian employee serviced by the Air Force

PRESS 3 - to hear what positions are available

PRESS 2 - to select by installation name

ENTER the first four characters an installation

PRESS 1 - if this is correct

OR

NOTE: Your entry may return a number of matches. Choose from a list, the Installation that you want to hear vacancies. When you hear the installation name:

PRESS 1 - to select it

OR

PRESS the star key - to skip to the next installation name

PRESS 1 - when the name is correct

ENTER the first four characters of another installation name (Up to 4 additional names)

OR

PRESS the pound sign to exit this step

PRESS 1 - for General Schedule Positions

OR

PRESS 2 - for Trades and Crafts Positions

OR

PRESS 3 - for Acquisition Demo

OR

PRESS 4 - for Lab Demo

ENTER a pay grade

ENTER another pay grade (You may enter up to three, 2-digit grades)

OR

PRESS the pound sign to exit this step

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PRESS 2 – to NOT narrow the list by occupational series

PRESS 1 - to hear the full announcement list

PRESS the star key to skip to the next entry

OR

PRESS the pound sign to exit the list

PRESS 1 - to request a job listing of vacancies at your installation

OR

PRESS 2 - to request a job listing from other installations

OR

PRESS 3 - to self-nominate for positions or update your resume

OR

PRESS 4 - to check the status of your self-nominations

OR

PRESS 5 - to change your PIN

OR

PRESS 2 - to receive a fax or email of the list without hearing it

PRESS 1 - to receive a FAX of the list

**PRESS 1 - if you are calling from within the continental United States or
Canada**

ENTER your ten-digit commercial fax phone number

PRESS 1 - if this is correct (You will receive the fax)

OR

**PRESS 2 - if you are calling from outside the continental United States or
Canada**

ENTER your country code, followed by the pound sign

ENTER your fax phone number, followed by the pound sign

PRESS 1 - if this is correct (You will receive the fax)

OR

PRESS 2 - to receive an EMAIL of the list

ENTER your social security number

If you have an email address on file, the transaction will be completed

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“THANK YOU FOR UTILIZING THE AIR FORCE STANDARD AUTOMATED INVENTORY AND REFERRAL SYSTEM. ”

***You need to enter your Social Security Number and PIN only once per call. After access is granted to the data, you may utilize all request options without re-keying the SSN or PIN.**

****You must request job listings using either Installation Code or Installation Name. Request a fax of the Job Kit to obtain installations codes; otherwise, use name.**

*****To use this option, you must have the 11-digit self-nomination number available.**